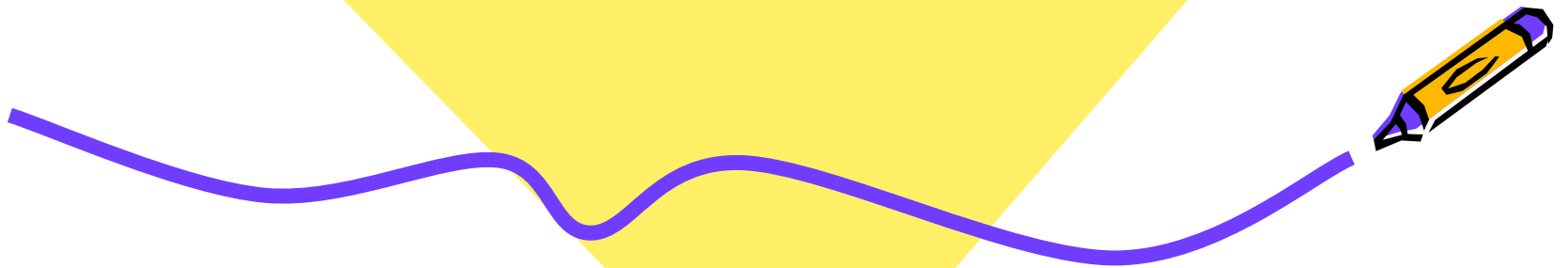




# Teaching Your Child the Essentials of 9-1-1



# Questions



- Does your child know what to do in an emergency?
- Does your child know what is a real emergency and what isn't?
- Does your child know how to call 9-1-1?
- Have you talked and practiced how to handle different emergency scenarios?



# Memorization



- Never use the term "nine-eleven" when teaching children the three-digit emergency number. There is no eleven on the telephone number pad. This might confuse children in an emergency.
- Teach your children their address and telephone number. Young children can be taught this information through rhymes, songs, or constant repetition. Start with smaller block of information, like three digits of a phone number, then the following four.
- Be patient, and remind your child frequently.



# Practice



- Remember your children may not be at your home when an emergency happens; teach them to describe surroundings and answer questions if they don't know the address. If in another person's home, he or she may be able to walk outside and see the house number or look for a piece of mail with the address written on it;
- Demonstrate how to hold the phone at an appropriate distance and to speak clearly in order to be heard. Remind children that the person on the other end of the line cannot hear them nodding or shaking their heads.
- Tell your children to stay on the line and keep talking to the dispatcher until told otherwise. Remind them to hang up only when the dispatcher says it is OK to do so.
- Practice making a call to a relative or friend and teach the techniques of listening for the dial tone and punching the numbers.
- Demonstrate to your children how to make a call on a cell phone in case of an emergency outside the access of landlines. If it is necessary to press the "send" button before placing a call, help them to be aware of how to use it;



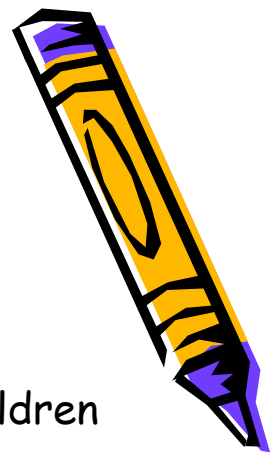
# Location



- Ensure there is at least one phone within your children's reach in your home. Wall-mounted phones are often placed above a child's grasp.
- Post critical information by the phone. Keep an updated record of your address, phone number, contact numbers, names, allergies, and blood types to provide information to both dispatchers and responders.
- Teach your children to go to safety before calling 9-1-1. In case of a robbery, house fire, or any other circumstances where your children could be in danger; instruct them to run to a trusted neighbor's house before placing the call.



# Discussion



- Explain to your children the purpose of 9-1-1 and the reason why children should not call unless there is an emergency.
- Instruct your children on what to do if they should call 9-1-1 by mistake. Explain not to hang up, but to tell the dispatcher that it was an accident and there is no emergency. Otherwise emergency help will be sent out unnecessarily, possibly delaying help to someone in need.
- Discuss with your children any scenarios that have a higher likelihood of occurring in your home and help them prepare for them, e.g. a problem with an elderly relative or any of the family members with known health concerns that may require medical assistance.
- Encourage your child not to be afraid of call 9-1-1 if there is a real emergency. Use examples of what would warrant a necessary call.



# Prevention

- Never let your child play with a phone that still has a connected battery.  
9-1-1 Communications Centers receive calls even when a phone's service has been disconnected.

